



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Odin Telephone Exchange, Inc.
Fairpoint Communications / Odin Telephone Exchange, Inc.
for quarter ending December 31, 2011

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.60	0.80	1.30	0.90
B. Operator Answer Time - Information [730.510(a)(1)]	8.64	7.95	8.34	8.31
C. Repair Office Answer Time [730.510(b)(1)]	26.00	16.00	25.00	22.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	17.00	11.00	22.00	16.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	3.78	2.64	1.77	2.73
H. Percent Repeat Trouble Reports [730.545(c)]	3.92%	2.74%	0.00%	2.22%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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